THE FEDERAL TAX OMBUDSMAN
ISLAMABAD

COMPLAINT NO.01775/ISB/IT/2026

Dated:27.01.2026* HQ Islamabad

Ms. Shazia Hamid, ...Complainant
(Registration No: 3520224633644)
House No. 14, Street No. 61, F-7/4, Islamabad.

Versus

The Secretary, ...Respondent
Revenue Division,
Islamabad.

Dealing Officer	:	Mr. Muhammad Naseer Butt, Advisor
Appraised by	:	Mr. Khalid Javed,
Authorized Representative	:	Mr. Muhammad Iqbal, AR
Departmental Representative	:	Mr. Siraj Muhammad, ACIR, RTO, Islamabad

FINDINGS/RECOMMENDATIONS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000 (FTO Ordinance). The comments were obtained from the Department, which were examined and placed on file. The DR and AR attended. Arguments were heard and record perused and complaint is disposed of as under.

2. The Complainant, a non-resident, is aggrieved by delay in processing of refund for tax year 2025 amounting to Rs.35,397,000/-. The online refund application was filed u/s 170 of the Income Tax Ordinance, 2001 (the Ordinance) on 07.11.2025, which was not processed by the Department despite a lapse of statutory time of 60 days. Hence, the Complainant prayed that the Department may be directed to process pending refund application and issue refund.

3. The RTO, Islamabad filed written comments wherein, they stated that the refund application of the Complainant is currently

* Date of registration with FTO Secretariat

under process and verification of documents is due. After due verification of documents, the refund will be processed as per law. During hearing, the DR confirmed that refund application is under process.

4. Perusal of record shows that the Complainant filed refund application on 07.11.2025 for tax year 2025 claiming refund amounting to Rs.35,397,000/-. The Complainant, *inter alia*, claimed credit for the tax deducted u/s 236C on account of sale of property. During hearing, the AR stated that the inherited property was sold by the Complainant against which tax was deducted u/s 236C which is refundable. It may be mentioned that the refund application has to be decided within 60 days in terms of Section 170(4) of the Ordinance. However, the application is still pending despite passage of prescribed time limit. This delay is manifestation of Departmental neglect and inattention in discharge of its duties and the same is tantamount to maladministration in terms of Section 2(3)(ii) of the FTO, Ordinance, 2000.

RECOMMENDATIONS:

5. FBR to:-

(i) direct the concerned CIR to dispose of pending refund application of the taxpayer, while providing adequate opportunity of hearing to the Complainant and as per law; and

(ii) report compliance within 60 days.

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 10 MAR 2026

Federal Tax Ombudsman Secretariat HQS Islamabad FTO